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23rd ANNUAL REPORT

# SHOPLIFTING

IN

SUPERMARKETS & DISCOUNT STORES

BY

ROGER GRIFFIN CPP

COMMERCIAL SERVICE SYSTEMS INC.

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COMMERCIAL SERVICE SYSTEMS INC.

EXECUTIVE OFFICES: 6946 VAN NUYS BLVD., VAN NUYS, CALIF. 91405 • MAILING ADDRESS: P.O. BOX 3307, VAN NUYS, CALIF. 91407 • TEL.: (213) 873-4222

April 30, 1986

TO: ALL FRIENDS OF THE RETAIL INDUSTRY

This is the twenty-third edition of our annual report on shoplifting. This report is based on data accumulated through the apprehension of 22,890 shoplifters in 779 stores.

Approximately 97% of the cases occurred in Southern California stores. The remaining 3% occurred in stores in Northern California, Washington, Oregon, Utah, Colorado, Texas and Louisiana.

The source of the data is the written report completed by the retail security agent or store employee who apprehended the shoplifter. A sample of the apprehension report is displayed on the inside back cover.

Shoplifting is insidious and pervasive. It intrudes into all forms of retailing. It is an immediate problem for the retailer who sustains the loss and the cost of expensive countermeasures. It is ultimately a problem for the honest consumer who pays the bill.

Shoplifting is also nebulous. It consists of countless bits and pieces represented by continuing and endless cases of individual theft. Rarely does an individual shoplifting case command much attention because the act ranks low on society's list of problems. This fragmentation contributes to the difficulties of understanding and managing the problem.

Our goal in publishing this report is to provide some insight into the dynamics of shoplifting through the presentation of hard data. We hope that this data will be useful to retailers, the judiciary, the legislature, prosecutorial and law enforcement agencies and to the public at large.

We are happy to share this data and ask only that users comply with the conditions stated on the following page.

ROGER GRIFFIN CPP
VICE PRESIDENT
COMMERCIAL SERVICE SYSTEMS INC.
(213) 873-4222

# THE QUESTION

We are most often asked the question: "Is shoplifting increasing?"

Our study is based on reported apprehensions. The number of shoplifters apprehended does not necessarily reflect the amount of shoplifting activity which takes place. The number of apprehensions is more an indication of the quality and intensity of the effort made to discover and apprehend offenders.

If a company of 100 stores has a force of 20 well-trained, conscientious shoplifting apprehension agents, they will apprehend a substantial number of shoplifters in a year's time.

If that company reduces the number of agents to 10 the following year, the number of apprehensions will decrease accordingly. Apprehensions would be down but shoplifting thefts probably would increase because shoplifters could be expected to become bolder due to less suppression activity by agents.

Shoplifting activity would be up but would go undetected and unreported. The difficulty in determining shoplifting activity through inventory shrink is discussed on page 3.

We believe the clearest message in our report is that shoplifters are always present. The almost equal distribution of apprehensions by day of the week illustrates that point. In supermarkets, there were only 4 percentage points difference between the days when most and least apprehensions were reported. (See page 12)

The distribution of supermarket apprehensions by month is even more consistent. There were only 1.6 percentage points between the months when most and least apprehensions were reported. (November and December excluded due to U.F. & C.W. strike. See page 12.)

This rather even distribution of apprehensions by day of week and by month has been consistent throughout the history of our yearly reports.

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# ESTIMATING SHOPLIFTING LOSSES

**The amount of loss to retail business due to shoplifting is difficult to assess because several factors contribute to total inventory shrink. Those factors include:**

| | |
|---|---|
| SHOPLIFTING | EMPLOYEE THEFT |
| VENDOR THEFT | EMPLOYEE UNDERCHARGE ERRORS |
| INVENTORY ERRORS | ACCOUNTING ERRORS |

**It is impossible to know to what extent each factor contributes to total shrink. We offer the following method of estimating the importance of the shoplifting factor in the equation.**

## SUPERMARKET

| AVERAGE VALUE OF MERCHANDISE RECOVERED PER APPREHENSION | ESTIMATED NUMBER OF INCIDENTS PER STORE PER DAY | OPERATING DAYS PER YEAR | YEARLY LOSS PER STORE |
|---|---|---|---|
| $10.99 | 1 | 363 | $3,989.37 |
| $10.99 | 2 | 363 | $7,978.74 |
| $10.99 | 3 | 363 | $11,968.11 |
| $10.99 | 4 | 363 | $15,957.48 |
| $10.99 | 5 | 363 | $19,946.85 |
| $10.99 | 6 | 363 | $23,936.22 |
| $10.99 | 7 | 363 | $27,925.59 |
| $10.99 | 8 | 363 | $31,914.96 |
| $10.99 | 9 | 363 | $35,904.33 |
| $10.99 | 10 | 363 | $39,893.70 |

## DISCOUNT STORE

| | | | |
|---|---|---|---|
| $16.47 | 1 | 363 | $5,978.61 |
| $16.47 | 2 | 363 | $11,957.22 |
| $16.47 | 3 | 363 | $17,935.83 |
| $16.47 | 4 | 363 | $23,914.44 |
| $16.47 | 5 | 363 | $29,893.05 |
| $16.47 | 6 | 363 | $35,871.66 |
| $16.47 | 7 | 363 | $41,850.27 |
| $16.47 | 8 | 363 | $47,828.88 |
| $16.47 | 9 | 363 | $53,807.49 |
| $16.47 | 10 | 363 | $59,786.10 |

# ESTIMATING SHOPLIFTING LOSSES
## A FORMULA FOR INDIVIDUAL RETAILERS

**PLEASE INDICATE THE PERCENTAGES OF TOTAL INVENTORY SHRINK WHICH YOU BELIEVE THE FOLLOWING FACTORS CONTRIBUTE:**

| | | |
|---|---|---|
| 1. | SHOPLIFTING | _____ % |
| 2. | EMPLOYEE THEFT | _____ % |
| 3. | VENDOR THEFT | _____ % |
| *4. | GOOD FAITH CASHIER UNDERCHARGE | _____ % |
| 5. | INVENTORY-ACCOUNTING ERRORS | _____ % |
| 6. | OTHER | _____ % |
| | | 100 % |

7. **MULTIPLY YOUR TOTAL YEARLY INVENTORY SHRINK BY THE PERCENTAGE YOU ATTRIBUTE TO SHOPLIFTING:**

| | | | | |
|---|---|---|---|---|
| $ _____ | X | _____ | = | $ _____ |
| TOTAL INVENTORY SHRINK IN DOLLARS | | % ATTRIBUTED TO SHOPLIFTING | | ESTIMATED LOSS |

8. **FILL IN THE FACTORS WHICH YOU THINK APPLY TO YOUR COMPANY AND MULTIPLY:**

| | | | | | | |
|---|---|---|---|---|---|---|
| $ _____ | X | _____ | X | _____ | X | _____ = |
| AVERAGE THEFT | | NUMBER OF SHOPLIFTERS PER STORE PER DAY | | NUMBER OF OPERATING DAYS | | NUMBER OF STORES |

$ _____
ESTIMATED SHOPLIFTING LOSS

9. **THE FOLLOWING EXAMPLE PERTAINS TO A 100 STORE COMPANY OPEN 363 DAYS PER YEAR WHICH BELIEVES THAT EACH OF ITS STORES IS VICTIMIZED BY SHOPLIFTERS AN AVERAGE OF 8 TIMES PER DAY:**

| | | | | | | |
|---|---|---|---|---|---|---|
| $ 10.99 | X | 8 | X | 363 | X | 100 = |
| AVERAGE THEFT | | NUMBER OF SHOPLIFTERS PER STORE PER DAY | | NUMBER OF OPERATING DAYS | | NUMBER OF STORES |

$3,191,496
ESTIMATED SHOPLIFTING LOSS

10. **COMPARE ESTIMATED LOSS IN PARAGRAPH 7 WITH ESTIMATED LOSS IN PARAGRAPH 8.**

* Studies of good faith cashier overcharge and undercharge errors indicate a net error in favor of the customer.

# ESTIMATED SHOPLIFTING LOSSES

## U.S. GROCERY STORES

The April 1986 issue of PROGRESSIVE GROCERY MAGAZINE shows the following count of grocery stores:

| | |
|---|---|
| SUPERMARKETS | 30,505 |
| CONVENIENCE STORES | 45,400 |
| OTHER STORES | 78,095 |
| TOTAL | 154,000 |

In 1985, the average value of the merchandise recovered each time a supermarket shoplifter was apprehended was $10.99. (Down from $11.97 in 1984.)

By applying the following formula, we can estimate the yearly shoplifting loss in supermarkets.

| $10.99 | X | 8 | X | 363 | X | 30,505 |
|---|---|---|---|---|---|---|
| AVERAGE SHOPLIFTING THEFT | | ESTIMATED NO. INCIDENTS PER STORE PER DAY | | NUMBER OF OPERATING DAYS PER YEAR | | NUMBER OF SUPERMARKETS IN U.S.A. |

**$ 973,565,855**

TOTAL SHOPLIFTING LOSSES U.S. SUPERMARKETS

If we estimate that the 45,400 convenience stores and the 78,095 other grocery stores in the U.S. are victimized only half as often as supermarkets and that the shoplifter steals only half as much per theft in those stores, we can use the same formula to estimate the total loss to shoplifters in all grocery stores:

| | |
|---|---|
| SUPERMARKETS | $973,565,855 |
| CONVENIENCE STORES | $362,564,400 |
| ALL OTHER GROCERY STORES | $623,666,670 |

**$ 1,959,796,925**

TOTAL SHOPLIFTING LOSSES ALL U.S. GROCERY STORES

# AVERAGE NUMBER OF ITEMS RECOVERED

## PER APPREHENSION

### ALL CASES

| | |
|---|---|
| SUPERMARKET | 3.1 |
| DISCOUNT STORE | 2.9 |

### PER CATEGORY LISTED

| | ADULT MALES | ADULT FEMALES | TOTAL ADULTS | TOTAL JUVENILES | TOTAL MALE JUVENILES | TOTAL FEMALE JUVENILES |
|---|---|---|---|---|---|---|
| SUPER MARKET | 2.8 | 3.9 | 3.3 | 2.7 | 2.3 | 3.4 |
| DISCOUNT STORE | 2.4 | 3.6 | 3.0 | 2.8 | 2.1 | 3.8 |

# AVERAGE VALUE
# OF MERCHANDISE RECOVERED

PER APPREHENSION

## ALL CASES

| | |
|---|---|
| SUPERMARKET | $ 10.99 |
| DISCOUNT STORE | $ 16.47 |

## PER CATEGORY LISTED

| | ADULT MALES | ADULT FEMALES | TOTAL ADULTS | TOTAL JUVENILES | TOTAL MALE JUVENILES | TOTAL FEMALE JUVENILES |
|---|---|---|---|---|---|---|
| SUPER MARKET | $11.85 | $13.16 | $12.44 | $7.72 | $6.57 | $9.45 |
| DISCOUNT STORE | $17.51 | $21.02 | $19.29 | $13.66 | $10.67 | $17.68 |

# NUMBER OF CASES IN WHICH 1 TO 25 ITEMS WERE RECOVERED

| | SUPERMARKET | | DISCOUNT STORE | |
|---|---|---|---|---|
| NUMBER OF ITEMS | NUMBER OF CASES | PERCENT | NUMBER OF CASES | PERCENT |
| 1 | 6,102 | 40.4 | 3,512 | 45.1 |
| 2 | 3,329 | 22.0 | 1,552 | 19.9 |
| 3 | 1,728 | 11.4 | 883 | 11.3 |
| 4 | 1,148 | 7.6 | 532 | 6.8 |
| 5 | 738 | 4.9 | 341 | 4.8 |
| 6 | 512 | 3.4 | 225 | 2.9 |
| 7 | 336 | 2.2 | 140 | 1.8 |
| 8 | 243 | 1.6 | 140 | 1.8 |
| 9 | 161 | 1.1 | 93 | 1.2 |
| 10 | 163 | 1.1 | 63 | .8 |
| 11 | 103 | .7 | 52 | .7 |
| 12 | 102 | .7 | 44 | .6 |
| 13 | 75 | .5 | 37 | .5 |
| 14 | 54 | .4 | 21 | .3 |
| 15 | 51 | .3 | 31 | .4 |
| 16 | 27 | .2 | 21 | .3 |
| 17 | 38 | .3 | 9 | .1 |
| 18 | 18 | .1 | 10 | .1 |
| 19 | 16 | .1 | 9 | .1 |
| 20 | 28 | .2 | 9 | .1 |
| 21 | 22 | .1 | 7 | .08 |
| 22 | 9 | .05 | 5 | .06 |
| 23 | 13 | .08 | 5 | .06 |
| 24 | 9 | .05 | 4 | .05 |
| 25 | 4 | .02 | 4 | .05 |
| OTHER | 74 | .5 | 37 | .5 |

# VALUE RANGE

# MERCHANDISE RECOVERED

## NUMBER OF CASES WITHIN EACH VALUE RANGE

| | SUPERMARKET | | DISCOUNT STORE | |
|---|---|---|---|---|
| VALUE RANGE | NUMBER OF CASES | PERCENT | NUMBER OF CASES | PERCENT |
| UNDER 50¢ | 817 | 5.4 | 199 | 2.6 |
| 50¢ - $ 1 | 613 | 4.1 | 64 | .8 |
| $ 1 - $ 5 | 5,958 | 39.4 | 2,132 | 27.4 |
| $ 5 - $ 10 | 3,345 | 22.1 | 1,990 | 25.6 |
| $ 10 - $ 25 | 2,951 | 19.5 | 2,041 | 26.2 |
| $ 25 - $ 50 | 1,000 | 6.6 | 903 | 11.6 |
| $ 50 - $ 75 | 194 | 1.3 | 233 | 3.0 |
| $ 75 - $100 | 100 | .7 | 116 | 1.5 |
| $100 - $150 | 71 | .5 | 72 | .9 |
| $150 - $200 | 32 | .2 | 16 | .2 |
| OVER $200 | 23 | .2 | 20 | .3 |

# SHOPLIFTERS REFERRED TO POLICE

## PERCENT OF ADULTS PROSECUTED

| | TOTAL ADULTS | ADULT MALES | ADULT FEMALES |
|---|---|---|---|
| SUPERMARKET | 33.8 | 36.4 | 30.8 |
| DISCOUNT | 31.4 | 31.9 | 30.9 |

## PERCENT OF JUVENILES REFERRED TO POLICE

| | TOTAL JUVENILES | JUVENILE MALES | JUVENILE FEMALES |
|---|---|---|---|
| SUPERMARKET | 24.6 | 25.1 | 23.8 |
| DISCOUNT | 24.4 | 24.5 | 24.3 |

# SEX OF SHOPLIFTER

## ADULTS

| | ADULTS SUPERMARKETS | ADULTS DISCOUNT STORE |
|---|---|---|
| MALE | 54.7% | 49.0% |
| FEMALE | 45.2% | 50.9% |

## JUVENILES

| | JUVENILES SUPERMARKETS | JUVENILES DISCOUNT STORE |
|---|---|---|
| MALE | 59.9% | 57.4% |
| FEMALE | 40.0% | 42.5% |

# WHEN APPREHENSION OCCURRED

## TIME OF DAY

| TIME OF DAY | SUPER MARKET | DISCOUNT STORE |
|---|---|---|
| BEFORE NOON | 9.5% | 8.7% |
| NOON - 3:00 P.M. | 26.6% | 30.4% |
| 3:00 - 6:00 P.M. | 34.8% | 35.3% |
| 6:00 - 9:00 P.M. | 23.0% | 23.5% |
| 9:00 - MIDNIGHT | 4.8% | 1.6% |
| AFTER MIDNIGHT | .2% | .1% |
| NOT INDICATED | .8% | .2% |

# WHEN APPREHENSION OCCURRED

## MONTH

| | SUPER MARKET | DISCOUNT STORE |
|---|---|---|
| JANUARY | 8.8% | 8.3% |
| FEBRUARY | 8.0% | 8.8% |
| MARCH | 9.3% | 9.7% |
| APRIL | 9.0% | 9.0% |
| MAY | 8.8% | 9.2% |
| JUNE | 9.0% | 7.3% |
| JULY | 9.2% | 6.3% |
| AUGUST | 8.9% | 7.9% |
| SEPTEMBER | 9.2% | 7.5% |
| OCTOBER | 9.6% | 8.2% |
| NOVEMBER | 3.5% | 8.0% |
| DECEMBER | 6.1% | 9.2% |

## DAY

| | SUPER MARKET | DISCOUNT STORE |
|---|---|---|
| MONDAY | 14.1% | 11.7% |
| TUESDAY | 14.8% | 13.0% |
| WEDNESDAY | 15.1% | 12.8% |
| THURSDAY | 15.5% | 13.4% |
| FRIDAY | 15.8% | 13.6% |
| SATURDAY | 12.4% | 20.5% |
| SUNDAY | 11.8 | 14.6% |

# AGE OF SHOPLIFTER

| AGE GROUP | SUPER MARKET | DISCOUNT STORE | SIZE OF AGE GROUP WITHIN THE GENERAL POPULATION* |
|---|---|---|---|
| UNDER 12 | 4.8 | 7.0 | 17.2 |
| 12 - 17 | 17.9 | 31.4 | 9.3 |
| 18 - 29 | 35.0 | 37.5 | 21.4 |
| 30 - 39 | 20.4 | 14.1 | 15.4 |
| 40 - 49 | 9.0 | 5.1 | 10.7 |
| 50 - 59 | 5.7 | 2.7 | 9.5 |
| OVER 60 | 6.8 | 1.9 | 16.5 |

* U.S. COMMERCE DEPARTMENT BUREAU OF THE CENSUS

# SHOPLIFTERS UNDER 30 YEARS OF AGE

SUPERMARKET 57.7 %

DISCOUNT STORE 75.9 %

# CIGARETTES RECOVERED

## SUPERMARKETS

## 1982 - 1985

| COMPANY | PERCENTAGE OF CASES IN WHICH ONE OR MORE CIGARETTE ITEMS WERE RECOVERED | | | | PERCENTAGE OF TOTAL VALUE OF MERCHANDISE RECOVERED WHICH WAS CIGARETTES | | | |
|---|---|---|---|---|---|---|---|---|
| | 1982 | 1983 | 1984 | 1985 | 1982 | 1983 | 1984 | 1985 |
| A | 11.4 | 24.0 | 23.7 | 25.7 | 10.8 | 28.5 | 31.3 | 35.7 |
| B | 8.8 | 11.4 | 15.4 | 15.6 | 10.5 | 24.1 | 22.2 | 25.8 |
| C | 6.6 | 10.3 | 14.7 | - | 12.5 | 25.4 | 32.4 | - |
| D | 14.6 | 21.7 | 26.6 | 29.6 | 13.5 | 23.6 | 29.4 | 36.0 |
| E | 11.2 | 22.0 | 26.8 | 24.3 | 3.4 | 22.6 | 20.8 | 22.0 |
| F | 17.4 | 21.0 | 29.7 | 33.4 | 8.6 | 11.0 | 21.1 | 25.2 |
| G | 19.5 | 34.7 | 32.3 | 35.8 | 8.5 | 31.3 | 26.4 | 22.6 |
| H | 7.2 | 13.1 | 11.1 | 5.6 | 9.7 | 17.7 | 17.9 | 8.7 |

# CIGARETTES RECOVERED

## PERCENTAGE OF CASES IN WHICH ONE OR MORE CIGARETTE ITEMS WERE RECOVERED

| YEAR | PER CENT |
|---|---|
| 1985 | 15.9 |
| 1984 | 19.1 |
| 1983 | 16.2 |
| 1982 | 11.1 |
| 1981 | 8.5 |
| 1980 | 7.6 |
| 1979 | 5.2 |
| 1978 | 4.8 |
| 1977 | 4.1 |
| 1976 | 3.9 |
| 1975 | 3.9 |
| 1974 | 4.1 |

# VALUE OF MERCHANDISE RECOVERED

## TOTAL VALUE

## CIGARETTES AS PERCENTAGE OF TOTAL

| | TOTAL VALUE MERCHANDISE RECOVERED | VALUE OF CIGARETTE MERCHANDISE RECOVERED | CIGARETTE MERCHANDISE AS PERCENTAGE OF TOTAL |
|---|---|---|---|
| SUPERMARKET | $166,033 | $38,100 | 22.9% |

# CATEGORIES OF RECOVERED MERCHANDISE

Indicates the percentage of cases in which one or more items within the indicated categories were recovered.

| | SUPERMARKET |
|---|---|
| FRESH MEAT | 11.1% |
| DELI | 7.5% |
| OTHER FOOD ITEM | 21.2% |
| LIQUOR | 6.8% |
| CIGARETTES | 15.9% |
| VITAMINS | .9% |
| HEALTH & BEAUTY AIDS | 11.8% |
| CLOTHING | 2.9% |
| OTHER NON FOOD ITEM | 42.8% |

# METHODS OF CONCEALMENT

## INDICATES PRIMARY METHOD OF CONCEALMENT REPORTED

| | SUPER MARKET | DISCOUNT STORE |
|---|---|---|
| PURSE | 28.7 % | 28.2 % |
| SHOPPING BAG | 1.7 % | 1.8 % |
| OTHER BAG | 3.4 % | 2.2 % |
| PROFESSIONAL | .1 % | .0 % |
| POCKET | 24.3 % | 30.8 % |
| LABEL SWITCHER | .6 % | 1.1 % |
| ACCOMPLICE | 3.5 % | 2.3 % |
| UNDER CLOTHING | 29.5 % | 21.3 % |
| OTHER METHOD | 7.6 % | 11.8 % |

# SUPERMARKET SHOPLIFTING DATA 1974 - 1985

| YEAR AND NUMBER OF CASES | PERCENT OF ADULTS PROSECUTED | PERCENT OF JUVENILES TO POLICE | DAY WHEN MOST SHOPLIFTERS WERE CAUGHT | MONTH WHEN MOST SHOPLIFTERS WERE CAUGHT | TIME PERIOD WHEN MOST SHOPLIFTERS WERE CAUGHT | AGE GROUP MOST OFTEN APPREHENDED | PERCENT OF SHOPLIFTERS UNDER THIRTY YRS. OLD | RATIO OF MALE-FEMALE APPREHENSIONS | PERCENT CONCEALED IN POCKET PURSE OR UNDER CLOTHING | AVERAGE NUMBER OF ARTICLES RECOVERED | AVERAGE VALUE OF MERCHANDISE RECOVERED |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1985<br>15,104 | 33.8% | 24.6% | FRI | OCT | 3-6 PM | 18-29 | 57.7% | 56.3% M<br>43.6% F | 82.5% | 3.1 | $10.99 |
| 1984<br>17,648 | 38.7% | 29.3% | FRI | JAN | 3-6 PM | 18-29 | 57.9% | 58.3% M<br>41.6% F | 80.6% | 3.3 | $11.97 |
| 1983<br>19,773 | 36.8% | 27.9% | THURS | MAR<br>APR | 3-6 PM | 18-29 | 61.5% | 59.0% M<br>40.9% F | 80.8% | 3.1 | $11.61 |
| 1982<br>17,653 | 39.9% | 30.8% | THURS | JUL | 3-6 PM | 18-29 | 64.0% | 57.5% M<br>42.4% F | 80.7% | 3.1 | $10.77 |
| 1981<br>14,285 | 41.9% | 34.1% | TUES | OCT | 3-6 PM | 18-29 | 64.9% | 54.7% M<br>45.2% F | 80.0% | 3.2 | $10.06 |
| 1980<br>11,484 | 37.6% | 32.1% | MON<br>TUES | OCT | 3-6 PM | 18-29 | 63.9% | 49.0% M<br>50.9% F | 79.3% | 3.2 | $ 8.69 |
| 1979<br>14,720 | 34.1% | 24.7% | MON<br>TUES | MAR | 3-6 PM | 18-29 | 62.8% | 55.3% M<br>43.6% F | 78.0% | 3.1 | $ 7.37 |
| 1978<br>17,326 | 33.0% | 21.7% | WED | APR | 3-6 PM | 18-29 | 70.6% | 54.9% M<br>44.3% F | 78.4% | 3.2 | $ 6.39 |
| 1977<br>16,255 | 35.3% | 24.7% | FRI<br>MON | MAY | 3-6 PM | 18-29 | 70.2 % | 52.6% M<br>47.3% F | 80.6% | 3.2 | $ 5.99 |
| 1976<br>16,100 | 35.7% | 24.9% | THURS | MAR | 3-6 PM | 18-29 | 71.6% | 51.4% M<br>48.6% F | 81.3% | 3.2 | $ 5.90 |
| 1975<br>18,303 | 37.3% | 24.1% | WED | JAN | 3-6 PM | 18-29 | 71.2% | 54.2% M<br>45.7% F | 81.1% | 3.0 | $ 4.91 |
| 1974<br>18,165 | 42.3% | 25.8% | FRI | MAR<br>APR | 3-6 PM | 12-17 | 71.3% | 56.5% M<br>43.5% F | 79.2% | 3.1 | $ 4.97 |

# DISCOUNT STORE SHOPLIFTING DATA 1974 - 1985

| YEAR AND NUMBER OF CASES | PERCENT OF ADULTS PROSECUTED | PERCENT OF JUVENILES TO POLICE | DAY WHEN MOST SHOPLIFTERS WERE CAUGHT | MONTH WHEN MOST SHOPLIFTERS WERE CAUGHT | TIME PERIOD WHEN MOST SHOPLIFTERS WERE CAUGHT | AGE GROUP MOST OFTEN APPREHENDED | PERCENT OF SHOPLIFTERS UNDER THIRTY YEARS OLD | RATIO OF ADULT MALE-FEMALE APPREHENSIONS | PERCENT CONCEALED IN POCKET-PURSE OR UNDER CLOTHING | AVERAGE NUMBER OF ARTICLES RECOVERED | AVERAGE VALUE OF MERCHANDISE RECOVERED |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1985<br>7,786 | 31.4% | 24.4% | SAT | MAR<br>DEC | 3-6 PM | 18-29 | 75.9% | 53.2% M<br>46.7% F | 80.3% | 2.9 | $16.47 |
| 1984<br>7,292 | 44.4% | 32.8% | FRI<br>SAT | NOV<br>DEC | 3-6 PM | 18-29 | 74.8% | 53.7% M<br>46.2% F | 76.6% | 3.1 | $24.21 |
| 1983<br>7,311 | 48.9% | 35.9% | SAT | OCT | 3-6 PM | 18-29 | 74.2% | 48.1% M<br>51.8% F | 72.7% | 3.4 | $27.12 |
| 1982<br>7,986 | 51.5% | 42.1% | SAT | JUL | 3-6 PM | 18-29 | 76.7% | 44.8% M<br>55.1% F | 71.1% | 3.2 | $29.00 |
| 1981<br>6,103 | 52.7% | 37.0% | SAT | AUG | 3-6 PM | 18-29 | 76.2% | 39.3% M<br>60.6% F | 69.1% | 3.6 | $29.11 |
| 1980<br>1,257 | 61.3% | 43.9% | TUES | OCT | N-3 PM | 18-29 | 62.8% | 43.4% M<br>56.5% F | 52.8% | 5.0 | $48.46 |
| 1979<br>1,440 | 63.4% | 39.7% | THURS | MAR<br>NOV<br>DEC | N-3 PM<br>3-6 PM | 12-17<br>18-29 | 64.5% | 51.1% M<br>48.3% F | 55.0% | 4.5 | $25.44 |
| 1978<br>1,613 | 54.9% | 39.6% | FRI | DEC | 3-6 PM | 12-17 | 71.7% | 52.4% M<br>46.8% F | 58.4% | 3.9 | $19.58 |
| 1977<br>1,765 | 59.1% | 33.5% | TUES<br>SAT | DEC | N-3 PM<br>3-6 PM | 12-17 | 71.2% | 52.9% M<br>47.0% F | 58.1% | 3.5 | $16.22 |
| 1976<br>1,687 | 51.3% | 37.3% | TUES<br>SAT | MAR<br>MAY<br>DEC | 3-6 PM | 12-17 | 72.4% | 53.7% M<br>46.3% F | 58.9% | 3.3 | $14.67 |
| 1975<br>2,042 | 46.9% | 30.5% | SAT | FEB | 3-6 PM | 12-17 | 77.8% | 52.4% M<br>47.6% F | 59.3% | 3.1 | $11.76 |
| 1974<br>1,901 | 47.5% | 25.9% | SAT | AUG<br>DEC | 3-6 PM | 12-17 | 78.9% | 57.3% M<br>42.7% F | 62.0% | 3.0 | $ 9.78 |

# COMMERCIAL SERVICE SYSTEMS INC.

**Commercial Service Systems, Inc.** is an investigative company which specializes in retail security systems for the control of losses due to **dishonest** and **inefficient personnel** and **shoplifting.** The company was incorporated in 1946. Executive offices are located in Van Nuys, California.

Clients are provided services in a wide area of the United States from offices in the following locations:

**CORPORATE OFFICES**

P.O. Box 3307
6946 Van Nuys Blvd.
Van Nuys, CA 91407
(213) 873-4222
(818) 997-7955

**LOS ANGELES DIVISION**

2315 Burbank Blvd.
Burbank, CA 91506
(818) 848-0044

**ORANGE COUNTY DIVISION**

1230 Simon Circle
Unit "H"
Anaheim, CA 92806
(714) 630-7004

**SAN DIEGO DIVISION**

4442 Vandever Avenue
San Diego, CA 92120
(619) 282-7800

**NORTHERN CALIFORNIA DIVISION**

P.O. Box 4369
1165 Chess Drive
Foster City, CA 94404
(415) 349-3955

**PACIFIC NORTHWEST DIVISION**

7829-168th Street N.E.
Redmond, WA 98052
(206) 885-5366

**SOUTHWEST DIVISION**

1835 E. 6th Street
Suite 23
Tempe, AZ 85281
(602) 829-7653
(602) 829-7654

**HOUSTON DIVISION**

P.O. Box 27851
Houston, TX 77227-7851
(713) 993-9433

**DALLAS DIVISION**

10690 Le Mans Drive
Dallas, TX 75238
(214) 348-6980